

# TRACE

*Trial-Ready Analysis of Clinical Evidence*

## Accessibility Statement

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PUBLIC

**PUBLIC**

Charlotte, NC

### Table of Contents

1.

Our Commitment

2

2.

Conformance Standard

2

3.

Accessibility Features

3

4.

## Known Limitations

4

5.

## Feedback and Contact

4

6.

## Third-Party Content

5

7.

## Enforcement

5

8.

## Assessment and Testing

6

9.

## Formal Complaints

6

10.

## Contact Information

7

11.

Cross-Reference Table

7

12.

Document History

8

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## **1. Our Commitment**

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TRACE Legal Nurse Consulting, PLLC ("TRACE") is committed to ensuring that its website, [tracelnc.com](https://tracelnc.com), is accessible to all visitors — including individuals with disabilities. TRACE recognizes that digital accessibility is not merely a technical consideration but a professional and ethical obligation that reflects the core values of equitable service and inclusive communication.

TRACE believes that every person who visits [tracelnc.com](https://tracelnc.com) should be able to access information about its legal nurse consulting services, review educational content, and engage with TRACE's resources without encountering unnecessary barriers. This commitment applies regardless of the assistive technology or browsing method a visitor uses.

Digital accessibility standards and supporting technologies continue to evolve. TRACE is committed to keeping pace with those developments through ongoing improvement, staff awareness, and periodic review of its website's accessibility posture. This Accessibility Statement reflects TRACE's current efforts and serves as a public declaration of its obligations and intentions in this area.

 **KEY POINT**

Accessibility is not a one-time implementation — it is an ongoing commitment. TRACE conducts periodic reviews of [tracelnc.com](https://tracelnc.com) and actively welcomes feedback from all users to identify and resolve accessibility barriers as they arise.

## 2. Conformance Standard

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TRACE aims to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA. WCAG 2.1 Level AA is the internationally recognized benchmark for web accessibility and reflects the standard most commonly referenced in legal, regulatory, and governmental accessibility frameworks.

WCAG 2.1 is organized around four core principles, often referred to by the acronym **POUR**:

- **Perceivable:** Information and user interface components must be presented in ways that all users can perceive. This includes providing text alternatives for non-text content, captions for multimedia, and sufficient color contrast between foreground and background elements.
- **Operable:** Users must be able to operate the interface. All functionality must be available from a keyboard, users must have sufficient time to read and interact with content, and content must not include elements known to cause seizures or other physical reactions.

- **Understandable:** Information and the operation of the user interface must be understandable. Text must be readable and predictable, input assistance must be provided, and error messages must be clear and actionable.
- **Robust:** Content must be robust enough to be reliably interpreted by a wide variety of assistive technologies and user agents, including screen readers. As technologies evolve, the content must remain accessible.

 **NOTE**

WCAG 2.1 Level AA conformance is the standard required under Section 508 of the Rehabilitation Act and is broadly aligned with the Americans with Disabilities Act (ADA) digital accessibility requirements as interpreted by federal courts and enforcement agencies.

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### 3. Accessibility Features

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The following table identifies the key accessibility features implemented or planned for traceInc.com, along with a brief description of each feature and its current implementation status.

Feature	Description	Status
Keyboard Navigation	All interactive elements are accessible via keyboard without requiring a mouse, including menus, forms, buttons, and links.	<b>Implemented</b>

Feature	Description	Status
Screen Reader Compatibility	Website content is structured with semantic HTML to support screen readers, including NVDA, JAWS, and VoiceOver. Heading hierarchy and landmark regions are used throughout.	<b>Implemented</b>
Alt Text for Images	Descriptive alternative text is provided for all meaningful images. Decorative images are marked with empty alt attributes to be ignored by assistive technology.	<b>Implemented</b>
Color Contrast	Text and background color combinations meet or exceed WCAG 2.1 Level AA contrast ratio minimums — 4.5:1 for normal text and 3:1 for large text.	<b>Implemented</b>
Scalable Text	Text scales without loss of content or functionality when browser zoom is used up to 200%. Layout adjusts responsively to accommodate enlarged text.	<b>Implemented</b>
Descriptive Link Text	Hyperlinks use descriptive, meaningful text that conveys the destination or purpose of the link, rather than generic phrases such as "click here" or "read more."	<b>Implemented</b>
Form Labels	All form fields include properly associated labels that are programmatically linked to their respective inputs to support assistive technology navigation and interaction.	<b>Implemented</b>
Skip Navigation Link	A "Skip to main content" link is provided at the top of each page, enabling keyboard and screen reader users to bypass repetitive navigation menus efficiently.	<b>Implemented</b>

Feature	Description	Status
Consistent Navigation	Navigation menus are consistent in structure and location across all pages of tracelnc.com, reducing cognitive load and supporting predictable user interaction.	<b>Implemented</b>
ARIA Landmarks	ARIA landmark roles (e.g., <i>main, navigation, banner, contentinfo</i> ) are used to identify distinct page regions for assistive technology users.	<b>In Progress</b>
Video Captions	Captions will be provided for all video content published on or embedded in tracelnc.com to support deaf and hard-of-hearing visitors, where applicable.	<b>Planned</b>
PDF Accessibility	Downloadable PDF documents are being updated to include tagged structure, reading order, and alt text for images to ensure screen reader compatibility.	<b>In Progress</b>

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#### 4. Known Limitations

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TRACE is committed to transparency regarding the current accessibility limitations of tracelnc.com. While TRACE strives to meet WCAG 2.1 Level AA across all website content, the following known limitations exist as of the effective date of this statement:

- **Older PDF Documents:** Some PDF documents produced prior to TRACE's current accessibility standards may not be fully accessible to screen readers. These documents may lack tagged structure, defined reading order, or alt text for embedded images. TRACE is actively reviewing and remediating these files and will prioritize those most frequently accessed by visitors.
- **Third-Party Embedded Content:** Forms, scheduling widgets, plugins, and other tools embedded on tracelnc.com from third-party providers may have accessibility limitations that are outside TRACE's direct technical control. TRACE is not responsible for the accessibility compliance of third-party platforms but does make reasonable efforts to select accessible solutions and monitor known issues.
- **ARIA Implementation:** Full implementation of ARIA landmark roles and attributes across all page templates is currently in progress. Until complete, some assistive technology users may experience inconsistent landmark navigation on certain pages.

 **NOTE**

If you encounter an accessibility barrier on tracelnc.com, please contact TRACE using the information provided in Section 5. Your feedback directly informs TRACE's accessibility improvement roadmap and is genuinely valued.

## 5. Feedback and Contact

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TRACE actively encourages feedback from all website visitors regarding accessibility barriers, usability concerns, or suggestions for improvement. User feedback is one of the most valuable tools TRACE has for identifying and resolving accessibility issues that may not be captured through automated testing or self-evaluation.

If you experience difficulty accessing any content on [tracelnc.com](http://tracelnc.com), or if you require information in an alternative accessible format, please contact TRACE directly. TRACE is committed to providing a substantive response to all accessibility feedback within **3 business days** of receipt.

Please use the following contact information to submit accessibility feedback or request accommodations:

**TRACE Legal Nurse Consulting, PLLC**

Accessibility Coordinator: Sabrina Ritchie, AGNP-BC, PMHNP-BC

Email: [sabrina@tracelnc.com](mailto:sabrina@tracelnc.com)

Phone: (508) 521-9627

Website: [www.tracelnc.com](http://www.tracelnc.com)

When submitting feedback, please describe the nature of the accessibility barrier encountered, the assistive technology or browser you were using (if known), and the specific page or content affected. This information will help TRACE investigate and address the issue more efficiently.

## **6. Third-Party Content**

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[tracelnc.com](http://tracelnc.com) may include content, plugins, embedded forms, or tools sourced from third-party providers. These integrations may include scheduling platforms, contact form services, analytics tools, or external resource links. While TRACE makes reasonable efforts to select third-party solutions that meet recognized accessibility standards, TRACE cannot guarantee or control the full accessibility compliance of external platforms and services.

If you encounter an accessibility barrier within a third-party component embedded on [tracelnc.com](http://tracelnc.com), TRACE encourages you to contact both TRACE and the third-party provider directly. Where TRACE has direct control over the selection of tools or integrations, accessibility is a factor in procurement decisions.

 **NOTE**

TRACE reviews third-party integrations as part of periodic accessibility audits. Where a third-party tool creates a persistent and unresolvable accessibility barrier, TRACE will seek to replace it with a more accessible alternative when one is reasonably available.

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## 7. Enforcement

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TRACE is committed to addressing accessibility complaints promptly and in good faith. TRACE's preferred approach to digital accessibility is voluntary, proactive compliance grounded in a genuine commitment to equitable access — not merely in response to regulatory pressure or legal obligation.

If you submit an accessibility concern to TRACE and believe that your complaint has not been addressed satisfactorily, you have the right to seek further recourse through applicable legal and regulatory channels. The following external resources may be relevant:

- **U.S. Department of Justice, Civil Rights Division — Disability Rights Section:** The DOJ enforces Title III of the Americans with Disabilities Act, which applies to places of public accommodation, including websites operated by private entities. Complaints may be filed at [www.ada.gov](http://www.ada.gov).
- **U.S. Access Board:** The Access Board provides technical guidance on accessibility standards under the Rehabilitation Act and other statutes. Information is available at [www.access-board.gov](http://www.access-board.gov).

- **Section 508 Coordinator:** For matters involving federally funded services or communications, Section 508 of the Rehabilitation Act may provide additional avenues for redress.

TRACE's commitment to voluntary compliance means that formal complaints are viewed as an opportunity to improve — not merely as legal risk to be managed. TRACE takes all accessibility concerns seriously and will engage in good-faith efforts to resolve them.

## 8. Assessment and Testing

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TRACE evaluates the accessibility posture of tracelnc.com through a combination of methods designed to identify barriers across a range of user contexts and assistive technologies. TRACE's current assessment approach includes the following components:

- **Self-Evaluation:** TRACE conducts internal reviews of tracelnc.com content against WCAG 2.1 Level AA success criteria, with particular attention to new content, page templates, and structural changes.
- **Automated Testing Tools:** TRACE uses recognized automated accessibility scanning tools to identify common code-level issues, including missing alt text, color contrast failures, and incorrect ARIA usage. Automated testing is recognized as a complement to — not a replacement for — manual review.
- **Manual Review:** TRACE supplements automated scanning with manual keyboard navigation testing and screen reader testing using commonly used assistive technologies, including NVDA, JAWS, and VoiceOver.
- **Periodic Third-Party Audits:** TRACE engages third-party accessibility specialists for formal audits on a periodic basis to provide an independent evaluation of tracelnc.com's conformance with WCAG 2.1 Level AA.
- **User Feedback Monitoring:** Accessibility feedback received from website visitors is logged, reviewed, and incorporated into TRACE's ongoing remediation roadmap.

## KEY POINT

TRACE conducts formal accessibility reviews at minimum annually and whenever significant updates are made to [tracelnc.com](http://tracelnc.com). Results of formal third-party accessibility audits are available upon written request submitted to [sabrina@tracelnc.com](mailto:sabrina@tracelnc.com).

## 9. Formal Complaints

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If you have submitted an accessibility concern to TRACE and are not satisfied with the response received, you may escalate your concern by submitting a formal written complaint. TRACE takes all formal accessibility complaints seriously and is committed to a structured, good-faith review process.

Formal complaints should be submitted in writing — by email or postal mail — to the following contact:

Sabrina Ritchie, AGNP-BC, PMHNP-BC  
TRACE Legal Nurse Consulting, PLLC  
600 S Tryon Street, 18th Floor  
Charlotte, NC 28202  
[sabrina@tracelnc.com](mailto:sabrina@tracelnc.com)

Upon receipt of a formal written complaint, TRACE will:

- Acknowledge receipt of the complaint within **5 business days**;
- Conduct a thorough review of the accessibility concern described in the complaint;
- Provide a substantive written response within **30 calendar days** of receipt, including any planned corrective action or an explanation of TRACE's position; and

- Implement any identified remediation within a reasonable and clearly communicated timeframe.

TRACE is committed to resolving formal accessibility complaints through transparent communication and meaningful action. If you remain dissatisfied after TRACE's formal response, you retain the right to pursue remedies through external regulatory channels as described in Section 7 of this statement.

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## 10. Contact Information

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For all accessibility-related inquiries, feedback, accommodation requests, and formal complaints, please direct communications to TRACE using the contact information below:

### **TRACE Legal Nurse Consulting, PLLC**

Sabrina Ritchie, AGNP-BC, PMHNP-BC

Founder & Principal Consultant

600 S Tryon Street, 18th Floor

Charlotte, NC 28202

Phone: (508) 521-9627

Email: [sabrina@tracelnc.com](mailto:sabrina@tracelnc.com)

Website: [www.tracelnc.com](http://www.tracelnc.com)

TRACE is dedicated to ensuring that all communications regarding accessibility are handled with professionalism, care, and a commitment to resolution. No request for accessible content or accommodation will be treated as a burden — each inquiry is an opportunity to improve the experience of [tracelnc.com](http://tracelnc.com) for all users.

## 11. Cross-Reference Table

This Accessibility Statement should be read in conjunction with the following TRACE policy and governance documents. Together, these documents form the comprehensive legal and operational framework governing tracelnc.com.

Document	Doc ID	Relationship
Website Privacy Policy	P10-002	Companion privacy framework governing collection and use of visitor data
Website Terms of Use	P10-003	Legal terms and conditions governing use of tracelnc.com
Cookie Policy	P10-004	Disclosure regarding cookie and tracking technology use on tracelnc.com
Website Disclaimers	P10-005	General disclaimer provisions applicable to tracelnc.com content
Brand Identity Guide	P10-001	Website branding, design standards, and visual identity specifications
AI Transparency Statement	P5-002	Disclosure of artificial intelligence tool use in TRACE's practice and communications

## 12. Document History

The table below records the version history of this Accessibility Statement. All amendments, revisions, and updates will be documented here upon each new version release.

Version	Date	Author	Changes
1.0	June 2026	Sabrina Ritchie, AGNP-BC, PMHNP-BC	Initial release

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**TRACE Legal Nurse Consulting, PLLC**

Sabrina Ritchie, AGNP-BC, PMHNP-BC

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